



The Benefits Bulletin

Statewide Benefits Office

June 12, 2020

[Click Here to learn more about your benefits and COVID-19](#)

Highmark Delaware Members

Highmark Delaware offers services to assist you and your family with your mental health and well-being. Share Inspirations/Relax 360 is a mindfulness and well-being tool on the [Sharecare](#) digital platform. This is a free program intended for relaxation and stress management. There are videos available that can empower you to find stillness and peace in your everyday life. In addition, Highmark members can speak to a [nurse \(health coach\)](#) one-on-one to create a custom plan to address chronic conditions and behavioral health. Your nurse can coordinate needs after you have been recently ill or in the hospital, help you keep up with annual doctor appointments and help you take advantage of effective programs available through Highmark. Contact Highmark Delaware at 1-888-258-3428 for additional information.

Aetna Members

Aetna is here to assist you and your family with your mental health and well-being. Aetna's Behavioral Health 360 Support provides information and support to members on reaching goals pertaining to their mental health with the help of a Care Advocate. They can assist with coordinating care with providers, help work through barriers that get in the way of treatment (referrals, transportation, etc.), connect you to support groups and share resources to help you stay on track. Members can call the Aetna Behavioral Health phone number (1-866-230-9951) listed on the back of their ID card for assistance. In addition, Aetna's Behavioral Health AbleTo (1-844-330-3648) offers an eight-week program with counseling and coaching by video or phone to help you work through normal everyday emotions as well as developing a treatment plan. Members meet with a therapist once a week to address emotional challenges like depression, stress and anxiety. Members can also meet once a week with a behavioral coach to identify health goals and set action plans.



Hidden Treasures Find the hidden code on the Prescription Plan page on our website and email the code to sbo.communications@delaware.gov (Subject: Hidden Treasures). A random drawing from all correct responses received by the end of the month will be conducted for a prize. Congratulations to last month's winner, Sharon K. from DSCYF!

SEBC Spotlight

Thank you for participating in a truly remarkable Open Enrollment. We appreciate everyone's patience and support as we navigated through the process during these unprecedented times. Actively participating in Open Enrollment ensures that you and your family receive access to benefits that will aide in keeping you safe and healthy. Be on the lookout this month for an online survey from the Statewide Benefits Office (SBO). Your feedback is greatly appreciated as we look ahead to planning for 2021 Open Enrollment.

Employee Assistance Program (EAP) + Work/Life through Health Advocate

During this incredibly difficult and stressful time, the EAP is an invaluable resource to help parents supporting children at home; provide tips for individuals working remotely to help them stay disciplined, motivated and productive; and help individuals combat anxiety, substance abuse and feelings of social isolation by discussing coping techniques that can help them feel better and remain calm and in control. Individuals enrolled in a State of Delaware Group Health Plan through Aetna or Highmark Delaware have access to Health Advocate 24/7 for free counseling services by calling 1-800-343-2186. Calls are completely confidential. You also have access to Health Advocate's interactive website, as well as financial counselors that can address questions on all matters of financial management including debt reduction, budgeting, foreclosure prevention and bankruptcy prevention. Certified Consumer Credit Counselors will provide free 30-minute confidential counseling sessions. Learn more on the [SBO website](#).

Not covered under a State of Delaware Health Plan? As a reminder, currently all State of Delaware employees, including temporary, casual seasonal and benefit-eligible employees, can access the EAP + Work/Life support services through Health Advocate. Contact Health Advocate at 1-800-343-2186.